

Duty Manager – ELA Active Ltd

Location: Chesterton, Impington & Witchford Sports Centres, Cambridgeshire

Hours: 37 hours per week, including early mornings, evenings, and weekends

Salary: from £27,711

Contract: Full-time

Start Date: To be confirmed.

Disclosure Level: Enhanced DBS with Barred List check

Join our team and develop your leadership skills in a supportive and rewarding environment.

We are seeking a confident, proactive, and motivated Duty Manager to join our ELA Active team. This is a key role supporting the day-to-day operations of our sports facilities, with a focus on delivering high-quality customer experience, supporting staff on shift, and maintaining excellent health and safety standards.

Working closely with Shift Leaders and the wider leisure team, you will take a hands-on approach to managing pool plant operations, supervising staff, and always ensuring the smooth running of facilities. Whether you're looking to build on previous leisure experience or take the next step into management, we'll support you with the tools and training you need to thrive.

Why ELA Active?

Working at ELA Active means more than just a job – it's an opportunity to make a real impact in your community while building a fulfilling career. We provide high-quality facilities, professional development pathways, and a collaborative working culture that values initiative, reliability, and team spirit.

As Duty Manager, you will play a vital role in staff supervision, health and safety, and customer experience. You'll work alongside our Assistant Managers and Shift Leaders, taking ownership of key areas such as pool plant operations, emergency response, event coordination, and safeguarding – all while maintaining a strong customer-first approach.

Key responsibilities:

- Lead and support the leisure team during shifts, promoting a positive, high-performing culture.
- Maintain high operational standards across cleanliness, safety, and customer service.
- Supervise facility setup and ensure activities run smoothly and safely.
- Monitor and maintain pool water quality, plant operations, and compliance checks.
- Act as a key point of contact for customers, resolving issues professionally.
- Manage opening/closing procedures and ensure full shift handover is completed.

- Deliver hands-on training and support staff development.
- Respond to incidents and act as first aid lead on site.
- Ensure safeguarding, health & safety, and emergency protocols are followed at all times.

What we're looking for:

- A qualified and active RLSS National Pool Lifeguard, First Aid at Work and National Pool Plant Operators qualification.
- A confident leader who can support, develop, and motivate a team.
- Strong understanding of health and safety in a leisure environment.
- Excellent communication and team leadership skills.
- Someone committed to excellent customer service and operational standards.
- A proactive, hands-on attitude with high attention to detail
- A flexible individual who thrives in a fast-paced, community-focused environment.
- A proactive problem-solver with the ability to remain calm and act decisively under pressure.

What we offer:

- Full training and ongoing professional development
- Free use of sports centre facilities
- Comprehensive employee benefits scheme
- On-site parking
- A collaborative, inclusive team culture

If you are enthusiastic, reliable, and eager to grow within a professional sports and leisure environment, we would be delighted to hear from you.

Apply now by completing our application form located on the main Eastern Learning Alliance website.

All offers are subject to satisfactory employment checks, including an Enhanced Disclosure and Barring Service check. The Eastern Learning Alliance is committed to equal opportunities

and to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.